

**ABSTRACT OF THE DISCLOSURE**

A user support function is realized in a user terminal. The function may be implemented in the user terminal or sent from a server. The function helps the user using characters activated by agent programs. Each character has a 5 specific area to cover as an expert. When the user needs restaurant information, a "gourmet" character appears on the screen to respond to the user request. The character analyzes the user request through text search.